**Awani Hotel & Suite Management System with Chatbot**

**User Roles & Features**

**Admin**

**1. Dashboard**

* View hotel occupancy overview (booked, available, under maintenance)
* Monitor housekeeping progress
* Notifications for new bookings, check-ins, check-outs

**2. Room & Suite Management**

* Add / edit / delete rooms
* Set room categories (single, deluxe, suite, etc.)
* Update room status (vacant, occupied, under cleaning, under maintenance)

**3. Booking Management**

* View, approve, modify, or cancel bookings
* Confirm check-in / check-out
* Reassign rooms if needed

**4. Housekeeping Management**

* Assign cleaning & maintenance tasks
* Monitor task completion and pending work
* Track maintenance logs

**5. Guest Management**

* Access guest profiles & booking history
* Handle chatbot escalations (guest queries needing human response)

**6. Reports & Analytics**

* Generate reports (occupancy, housekeeping performance, guest history)
* Analyze booking trends (daily, weekly, monthly)

**7. System & User Control**

* Create / manage housekeeping accounts
* View chatbot logs

**Housekeeping Staff**

**1. Task Dashboard**

* View assigned cleaning and maintenance tasks
* Update task status (in-progress, completed, needs repair)

**2. Room Status Updates**

* Mark rooms as cleaned / needs maintenance
* Add notes for admin (e.g., broken facilities)

**3. Maintenance Logging**

* Report damaged equipment or missing items
* Submit requests for repairs

**Guest**

**1. Booking**

* Browse available rooms (type, amenities, photos, availability)
* Make booking requests (date, number of guests, room type)
* View booking confirmation & details

**2. Stay Management**

* Request housekeeping (e.g., room cleaning, extra towels)
* chatbot
* View stay details (check-in/check-out time, room number)

Summary:

* **Admin** = full control of hotel operations (rooms, bookings, housekeeping, guests, reports).
* **Housekeeping** = focuses on room cleaning & maintenance tasks.
* **Guest** =